

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

APPLICANT : Lundy M. LEWIS  
SERIAL NUMBER : 09/577,225  
FILING DATE : May 23, 2000  
FOR : SERVICE LEVEL MANAGEMENT

CONFIRMATION No.: 4215  
EXAMINER: Tan D. Nguyen  
ART UNIT: 3689

**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Pursuant to the duty of disclosure under 37 C.F.R. §§ 1.56, 1.97 and 1.98, Applicant hereby makes of record in the above-identified application the documents listed on the attached Form PTO-1449.

Applicant has listed a publication date on the attached PTO-1449 based on information presently available to the undersigned. However, the listed publication date should not be construed as an admission that the information was actually published on the date indicated.

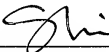
Applicant reserves the right to establish the patentability of the claimed invention over any of the information provided herewith, and/or to prove that this information may not be prior art, and/or to prove that this information may not be enabling for the teachings purportedly offered.

This Supplemental Information Disclosure Statement is being filed within three months of the filing date of a national application other than a continued prosecution application under 37 C.F.R. §1.53(d), or within three months of the date of entry of the national stage as set forth in 37 C.F.R. §1.491 in an international application, or before the mailing date of a first Office Action on the merits, or before the mailing date of a first Office Action after the filing of a request for continued examination under 37 C.F.R. §1.114. No certification or fee is required. 37 C.F.R. §1.97(b).

It is respectfully requested that the Examiner initial and return a copy of the enclosed PTO-1449.

Respectfully submitted,

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